REMARKS

Claims 26-57 are pending in the present application. Claims 26 and 39 were amended in this response. Claims 29 and 41 were canceled, without prejudice. Claims 58-61 are new. No new matter was introduced as a result of the amendments. Support for the amendments may be found, for example, at Figure 1; [0026], lines 4-15; [0010], lines 46-47; and [0021] of the specification. Entry of the amendments and favorable reconsideration is respectfully requested.

Claims 39 and 57 were objected to for informal reasons and have been amended.

Claims 51-52 were rejected under 35 U.S.C. §112 as failing to comply with the written description requirement and have been amended. Support for the amendments may be found, for example, at [0012], lines 3-10.

Claims 26, 29, 32, 34-41, 44, 49-50, 53, 54 and 56 were rejected under 35 U.S.C. §103(a) as being unpatentable over Bjornberg et al. (U.S. Patent No. 6,389,126) and incorporated reference Campbell (US Patent. No. 6,427,002) in view of Panaglotis Tsirigotis et al. (US 2003/0115420 A1). Applicant respectfully traverses this rejection.

Bjornberg and Campbell generally disclose a provisioning system for interactive voice responses and an advanced interactive voice response node, i.e. an IVR server. But they do not address or suggest a multi-device storage arrangement that is actively accessed by the IVR servers with respect to components or elements provided for performing services. In particular, service provider specific caching principles of the information output devices are not disclosed by Bjornberg or Campbell.

With respect to Claim 26, the Examiner maps the supply device (MCF) of the claimed invention to the provisioning system 202 of Bjornberg, and the provision device (SCF) to the Next Generation Service Node (NGSN) 212 of Bjornberg/Campbell. Additionally, the Examiner maps the information output device (VF) to the NGSN voice ports (302) of Campbell and the information output system or interactive system to the first functional layer of NGSN (210) of Campbell. The Examiner also maps the information output system or interactive system to the Local Area Network LAN (304) (Fig. 3) of Campbell's NGSN (200). Moreover, the Examiner maps the provision device (SCF) of the claimed invention to the shared disk array (308) of Campbell's NGSN (200). Finally, the Examiner maps the configuration system (TF) to the service creation environment (SCE) of Bjornberg.

Bjornberg fails to disclose that the provisioning system is "accessible by service providers." In addition, Bjornberg fails to disclose the service creation environment SCE (206) or User interface (204) is "assigned to a service provider." The SCE of Bjornberg is a "computing platform that includes one or more PC-based workstations, equipped with specialized software and GUI used to create and modify IVR applications and data." (Col. 5, lines 26-29). It can be used for creation of customized IVR applications but it is not disclosed that the SCE is provided for access by customers. According to Bjornberg, it is seen as an advantage to have "centralizing of the creation and distribution of application and data." Moreover, neither Bjornberg nor Campbell disclose "the storage arrangement is accessed by the service provider by its respective configuration system" as set forth in Claim 26. And, as admitted by the Examiner, neither Bjornberg nor Campbell disclose "the at least one information output device has a caching function for components for an information output or interactive dialog with service provider specific caching times."

Tsirigotis describes that if an origin server does not provide an expiration date, a caching provider may assign an expiration date based on characteristics of the object, origin server, requester, or time of request. Thus, an assignment of a caching/expiration time and an IVR service provider with respect to a caching function for the components for an information output or interactive dialog is not disclosed. Furthermore, no caching provider (120) of Tsirigotis or caching file server is involved, no further network (130) of Tsirigotis with clients (140), (1500), (160) exists. Even if one assumed that such a caching provider existed then the origin server (110) of Tsirigotis would have to be mapped to the provision device (SCF) of the invention and the shared disk array (308) of Campbell's NGSN (200). However, the caching times would not be service provider specific but specific to the provision device (SCF) and the shared disk array (308) respectively. Like Bjornberg and Campbell, Tsirigotis fails to disclose the above limitations of Claim 26.

The combination of Bjornberg, Campbell, and Tsirigotis do not suggest the invention as claimed in Claim 26. For the same reasons, the combination of Bjornberg and Campbell, Tsirigotis do not suggest the invention of Claim 39.

Claims 27-28, 30-31 and 42-43 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Bjornberg and Tsirigotis in view of Fuller (US 2003/0055972 A1). The rejection is traversed for at least the same reasons presented in the arguments above.

Claims 33, 45-48, 55 and 57 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Bjornberg and Tsirigotis in view of Tegan (U.S. Patent No. 6,831,966). The rejection is traversed for at least the same reasons presented in the arguments above.

All of the remaining pending claims depend directly or indirectly from Claim 26 or Claim 39 and are allowable for at least the same reasons. In light of the present amendments and arguments, Applicant respectfully submits all pending claims are allowable.

In view of the above, Applicants submit that this application is in condition for allowance. An indication of the same is solicited. The Commissioner is hereby authorized to charge deposit account 02-1818 for any fees which are due and owing, with reference to Attorney Docket No. 119010-093.

Respectfully submitted,

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